INSPECTOR GENERAL
DEPARTMENT OF DEFENSE
400 ARMY NAVY DRIVE
ARLINGTON, VIRGINIA 22202-2884

March 22, 2002

INSPECTOR GENERAL INSTRUCTION 7920.51

SUBJECT: Resolving End User Problems

References:

    a. IGDINST 7950.2, *Inspector General Microcomputer Hardware and Software Management*, February 9, 2001

    b. IGDR 1400.620, *Office of the Inspector General, Department of Defense, Telework Program*, December 20, 2001

A.   **Purpose.** This Instruction updates and supercedes IGINST 7920.51, *Resolving End User Problems*, May 23, 2000.

B.   **Applicability.** This Instruction applies to the offices of the Inspector General; the Deputy Inspector General; the Assistant Inspectors General; Director, Administration and Information Management; Director, Departmental Inquiries; and Director, Intelligence Review and the Office of the Deputy General Counsel (Inspector General), which is provided support by the Office of the Inspector General, Department of Defense (OIG, DoD). For purposes of this Instruction, these organizations are referred to collectively as OIG components.

C.   **Definitions.** See Appendix A.

D.   **Policy**

    1. End users (or designated component contact) shall report problems with automated information systems (AIS), regardless of their nature, to the Help Desk in the Information Center (IC) of the Information Systems Directorate (ISD), Office of the Director, Administration and Information Management (OA&IM).

    2. The ISD, OA&IM, shall manage efficient and timely end user support for all OIG, DoD, standard hardware and software (as specified in reference), network operating software, and telecommunications software.

    3. All telephonic, Intranet, E-mail, and in-person requests for AIS end user support shall be recorded, assigned to ISD, OA&IM, personnel from start to completion, resolved to the best of ISD, OA&IM, ability and coordinated with or referred to the appropriate organizational components.

    4. If the request does not concern AIS, the IC shall refer the requester to the proper OIG component.

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5.   If the request involves resetting of a password, the user must present positive identification to the Help Desk.

6.   In accordance with reference b, if the user is a teleworker, the teleworker is responsible for the installation, repair, and maintenance of all personal equipment.

E.   Responsibilities

1.   The ISD, OA&IM, will manage AIS end user support.

2.   The end user will provide the information needed to facilitate resolution of the problem.

F.   Procedures

1.   When placing an assistance call, making a request via the OIG, DoD, Intranet or sending an assistance E-mail, the end user (or designated component contact) shall provide any information that may help the IC resolve the problem. This includes, but is not limited to, the nature of the problem, the barcode and the serial number of the equipment, the name of the person who was using the AIS when the trouble arose, whether the system processes sensitive information, whether any error messages appeared on the screen, and what happened just before the occurrence of the problem.

2.   If sending the request for assistance via E-mail, the user shall address the message to the Help Desk and use Open Call as the subject line.

3.   The IC shall provide the requester with the name of the person who will be resolving the problem and the control number of the request. This will facilitate further interaction on the request.

4.   The IC staff member assigned the request shall contact the user within 4 hours. The staff member shall discuss and determine the scope of the problem. If resolution is not possible during the initial contact, the staff member shall make an appointment to obtain more information.

5.   If the IC staff member must refer the problem to some other part of the OIG, DoD, or a vendor, he or she shall inform the requester.

6.   The ISD, OA&IM, shall perform weekly quality assurance/control reviews of end user support to ensure timely and adequate resolution. Additionally, the reviews shall check and monitor for OIG, DoD-wide systemic AIS issues.

7.   The user must present identification when requesting resetting of a password. This may be done by showing the Help Desk representative the user's badge in person, faxing a copy of the user's badge, or in some other way satisfactory to the Chief Information Officer.

8.   In accordance with reference b, if a teleworker encounters hardware or software problems while performing home-based telework on OIG, DoD-furnished resources, he or she should contact the OIG, DoD, Help Desk for assistance. If the Help Desk is unable to resolve the problem remotely, the teleworker is responsible for transporting the equipment to the traditional worksite. The IC staff member assigned the request shall contact the user within 4 hours of the receipt of the equipment. The staff member shall discuss and determine the scope of the problem. If resolution is not possible during this contact, the staff member shall make an appointment to obtain more information. If the IC staff member must refer the problem to some other part of the OIG, DoD, or a vendor, he or she shall inform the requester. If the teleworker experiences hardware or software problems at a telecenter, he or she should first seek assistance from the site. If the telecenter is unable to resolve the problem, the teleworker should then contact the OIG, DoD, Help Desk for assistance.

G.   **Effective Date and Implementation.** This Instruction is effective immediately.

FOR THE INSPECTOR GENERAL:

Joel L. Leson
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Appendix – a/s

APPENDIX
DEFINITIONS

1.   **Automated Information System (AIS)** is a collection of personnel, procedures, and information resources that is designed, built, operated, and maintained to collect, record, process, store, retrieve, and display information electronically.

2.   **Chief Information Officer (CIO)** is the senior official appointed by the Inspector General, DoD, who is responsible for developing and implementing information resources management in ways that enhance OIG, DoD, mission performance through the effective, economic acquisition and use of information. The CIO is currently the Director, Office of Administration and Information Management.

3   **End User** is an OIG, DoD, employee or contractor who uses computer hardware or software to perform work-related tasks.

4.   **End User Support** includes diagnosing and resolving problems about operating and using standard OIG, DoD, hardware, software, telecommunications connected to an AIS, and software applications.

5.   **Hardware** is equipment supporting an AIS.

6.   **Information Resources** are any combination of hardware, software, and telecommunications.

7.   **Information System** is the organized collection, processing, transmission, and dissemination of information according to defined procedures, whether automated or manual. It includes people, equipment, and policies.

8.   **Software** is a prewritten program that can be acquired to perform a specific task, such as word-processing, desktop publishing, etc.

9.   **System** is a collection of people, equipment, policies, and methods organized to accomplish an activity.

10. **Telecommunications** is any transmission, emission, or reception of signs, signals, writings, images, sounds, or intelligence of any nature by wire, radio, visual, or other electromagnetic systems, in the clear or by cryptographic means.

11. **Teleworker** is an employee who performs officially assigned duties at an alternative worksite on either a regular and recurring or on an ad hoc basis. This does not include official travel duty stations or locations where typical field or headquarters work is performed.